

PART I – SECTION C
DESCRIPTION/SPECIFICATIONS

FACILITIES MANAGEMENT PERFORMANCE WORK STATEMENT

1.0 GENERAL REQUIREMENTS

1.1 SCOPE OF WORK. The contractor shall provide ALL management, labor, supervision, administration, technical support, equipment, transportation, materials and repair parts to plan, schedule, coordinate, oversee, allocate resources and perform janitorial services of buildings, systems, grounds, and equipment at the Auburn Air Route Traffic Control Center (ARTCC) defined in this Performance Work Statement except as specified in Section C as Government Furnished property.

The contractor shall perform to the standards in this contract. See Attachment 1, Quality Assurance Surveillance Plan (QASP) for Janitorial requirements. The Frequency Schedules are listed in Attachment 2. Contractor shall be responsible as the single point of contact for all issues pertaining to the management and maintenance of buildings, systems, and equipment; corrective maintenance and minor repairs incidental to accomplishing the work requirements; janitorial services; refuse and recycle management.

1.2 PERSONNEL

1.2.1 PROJECT MANAGER. The contractor shall provide a full-time, 40 hour per week, on site project manager, who shall be responsible for the performance of the work. This person may also perform other duties under this contract. The name of this person and alternate(s) who shall act for the contractor when the manager is absent shall be designated in writing to the Contracting Officer through the COTR. The project manager and alternate shall be knowledgeable and in complete control of the contract office files and records. The contractor shall provide telephone numbers of the contract manager and alternate(s) where these persons may be contacted outside of normal duty hours (7:30 a.m. – 4:00 p.m.).

1.2.1.1 The project manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract.

1.2.1.2 The project manager or alternate shall be available during normal duty hours to meet on the installation with government personnel designated by the Contracting Officer to discuss problem areas. After normal duty hours, the manager or designated alternate shall be available within two (2) hours.

1.2.1.3 The contract manager, supervisors and all on site employees must be able to read, write, speak, and understand English.

1.2.2 CONTRACT EMPLOYEES. The government reserves the right to restrict the employment of any contractor or prospective contractor employee, who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population. Employees of the contractor, in performance of this contract, are subject to security investigation as specified within the Performance Work Statement and the applicable contract clauses.

1.2.2.1 UNIFORMS. Contractor personnel shall present a neat appearance and be easily recognized. The contractor shall provide uniforms to guard employees on duty as described below. Uniforms shall be clean, unstained, well fitting and in good repair. Uniforms shall not contain commercial advertising except that the hats and nametags may contain the contractor's name.

1.2.2.2 NAMETAGS. All personnel shall wear nametags furnished by the contractor with a minimum of the employees' last names. In addition, the nametags worn by the contract manager and supervisors shall indicate their job titles.

1.2.2.3 CONTROL OF CONTRACTOR EMPLOYEES. The selection, assignment, reassignment, transfer, supervision, management, and control of contractor employees in performance of this work statement shall be the responsibility and prerogative of the contractor; however, the contractor shall comply with the general intent and specific policies set forth in the performance work statement and in regulations of the FAA concerning conduct of employees as referenced herein. When the government directs, the contractor shall restrict the employment under the contract or remove from performance on the contract any person who is identified as a potential threat to the health, safety, security, or operation of the described facilities.

1.2.2.4 The contractor shall not employ any person who is an employee of the United States Government.

1.2.2.5 Contractor employees shall not disturb papers on desks, or open desk drawers or cabinets. No boxes shall be removed unless clearly marked "TRASH".

1.2.3 SECURITY REQUIREMENTS. The contractor and each of his employees engaged in work under this contract shall execute and submit to the Contracting Officer, forms: FD-258, Fingerprint Chart, SP 85P, Questionnaire for Public Trust Positions and DOT F 1681 Identification Card/Credential Application. Forms shall be provided by the Contracting Officer.

1.2.3.1 Employees without properly executed forms will not be allowed to work at the Auburn ARTCC.

1.2.3.2 The contractor shall furnish a list of employees assigned to work this contract and shall keep this list current.

1.2.3.3 Contractor personnel are not authorized access to any area where classified information is used, stored, or processed. If visual, aural, or physical access to classified material is made, even inadvertently, by contractor personnel; they are required to be debriefed by the SOC.

1.2.3.4 BADGES. All employees shall wear FAA supplied security badges above the waist, on the front of the body, and on outermost clothing at all times on the premises. Upon termination of employment, security badges shall be turned in to the Contracting Officer's Technical Representative (COTR).

1.3 QUALITY CONTROL.

1.3.1 QUALITY CONTROL PROGRAM. The contractor shall establish and maintain a complete quality control program to assure the requirements of this contract are provided as specified. A Quality Control Plan shall be provided to the Contracting Officer with the submission of the offer. The Quality Control Plan is subject to disapproval whenever it does not accomplish its objectives. Contractor compliance to the Quality Control Program will be monitored by the government.

1.3.1.1 MINIMUM PLAN REQUIREMENTS. As a minimum, the plan must include:

1.3.1.1.1 Copy of the letter appointing a Contract Quality Control (CQC) representative. The Representative shall not be an on site employee. The letter must be signed by the offer or of the firm, outlining the CQC representative's authority, duties and responsibilities.

1.3.1.1.2 The quality control organization in chart form showing the relationship of the quality control organization to other elements of the firm.

1.3.1.1.3 The names and responsibilities of personnel in the quality control organization involved in this project.

1.3.1.1.4 The area of responsibility and authority of each individual in the quality control organization.

1.3.1.1.5 Contractor's procedure for reviewing all samples, certificates, or other submittal documentation for contract compliance.

1.3.1.1.6 An inspection schedule, with a matrix keyed to each specific task, showing who will perform the work, who will inspect the work, and when inspection will be performed. The schedule must specify areas to be inspected on either a scheduled or unscheduled basis and titles of the individuals who shall do the inspection.

1.3.1.1.7 The procedures for documenting quality control operation, inspection and testing, with a copy of all forms and reports to be used for this purpose. The contractor shall include a submittal status log listing all submittals required by the specifications and stating the action required by contractor or the government. The contractor shall complete the appropriate columns of the log and name the person(s) authorized to review the submittal.

1.3.1.1.8 A method for identifying and correcting deficiencies and their causes in the quality of service performed before the level of performance is unacceptable.

1.3.1.1.9 A file of all inspections conducted by the contractor and the corrective action taken. This documentation shall be made available to the government during the term of this contract.

1.3.2 CQC MEETING. On or about the pre-performance meeting and after the CQC program is submitted, but before performance actually begins, the contractor shall meet with the CO and COTR to discuss quality control requirements. The purpose of the meeting shall be to develop a mutual understanding relative to details of the CQC system, including forms to be used for recording the quality control operations, inspections, approvals, certifications, administration of the CQC system and government surveillance. The meeting shall also develop a schedule for future CQC meetings as necessary and shall establish procedures for submission of reports and other records and documents.

1.4 QUALITY ASSURANCE. The government will monitor the contractor's performance under this contract using the method of surveillance specified in the Quality Assurance Surveillance Plan. All surveillance observations will be recorded by the government.

Deductions from monthly invoice amounts will not exceed those listed in the QASP, and will be taken by unilateral modification to the contract after notification to the CQCR.

1.5 PHYSICAL SECURITY. The contractor shall be responsible for safeguarding all government property provided for contractor use. At the close of each work period, government facilities, equipment and materials shall be secured.

1.5.1 KEY CONTROL. Keys shall be kept at the SOC Desk. A log shall be kept of issued keys to contractor or authorized personnel. The contractor shall establish and implement methods of ensuring that all keys issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons, and shall maintain records of authorized persons responsible for keys. No keys issued the contractor by the government shall be duplicated. The contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include the turn-in of any issued keys by personnel who no longer require access to locked.

1.5.1.0 Keys. See Contract clause: **3.14-4 Government-Issued Keys, Identification Badges, and Vehicle Decals**

1.5.1.1 The contractor shall report the occurrences of a lost or duplicated key immediately to the Contracting Officer (CO) and COTR.

1.5.1.2 In the event keys, other than master keys, are lost or duplicated, the government will replace the affected lock or locks or perform re-keying. The total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system will be replaced by the government and the cost for each key not returned will be deducted from the monthly payment due the contractor.

1.5.1.3 The contractor shall prohibit the use of keys issued by the government by any persons other than the contractor's employees. The contractor shall prohibit the opening of lock areas by the contractor's employees to permit entrance of persons other than contractor's employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer (CO).

1.6 HOURS OF OPERATION

1.6.1 Working Hours: The facilities will be in operation 24 hours per day and seven (7) days a week. The contractor shall perform janitorial duties 24 hours a day and seven (7) days a week.

Landscaping will be performed five days a week, Monday through Friday, during the hours of 7:30 to 4:00 p.m., as approved by the contracting officer. The contractor or contractors landscaping employee (s) may work, with prior

approval of the CO or COTR, at no additional cost to the government, outside of their regular scheduled hours of 7:30 a.m. to 4:00 p.m., Monday through Friday.

The contractor will generally perform job functions, other than janitorial and landscaping services between the hours of 7:30 a.m. and 4:00 p.m., Monday through Friday.

1.6.2 RECOGNIZED HOLIDAYS. New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a Saturday, it is observed on Friday. If the holiday falls on Sunday, it is observed on Monday. Any holiday as declared by the President shall also be observed.

1.6.3 EMERGENCY SERVICES. On occasion, services may be required to support the 24-hour per day, 7-day per week operation of the described facilities. If such services are perceived to be a change requiring additional cost, the contractor shall notify the Contracting Officer and submit the supporting documentation with a request for equitable adjustment in accordance with the CHANGES clause.

1.7 CONSERVATION OF UTILITIES. The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which shall include, but not be limited to:

1.7.1 Lights shall be used only in areas where and when work is actually being performed.

1.7.2 Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the contractor employees unless authorized.

1.7.3 Water faucets or valves shall be turned off after the required usage has been accomplished.

1.8 ENVIRONMENTAL PROTECTION.

1.8.1 The contractor shall comply with all applicable Federal, State, and Local laws, regulations, and requirements regarding environmental protection. In the event environmental laws/regulations change during the term of this contract, the contractor is required to comply as such laws come into effect. If there is an increase in cost as a result of the change, the contractor is to inform the Contracting Officer pursuant to notice requirements prescribed in the CHANGES clause.

1.8.2 NOTIFICATION OF ENVIRONMENTAL SPILLS. If the contractor spills or releases any substance into the environment, the contractor or its agent shall immediately report the incident to the Contracting Officer or designated government representative. The liability for the spill or release of such substances rests solely with the contractor and its agent.

1.9 GOVERNMENT OBSERVATIONS. Government personnel, other than the CO or COTR may from time-to-time observe contractor operations. However, these personnel shall not cause undue interruption of the contractor's performance, if an interruption occurs, the COTR (or SOC staff, if after hours) will be notified immediately.

1.10 SAFETY REQUIREMENTS. In performing work under this contract, the contractor shall:

1.10.0 Shall at all times report any accident or injury, no matter how minor to the COTOR immediately at extension(s) 3319 or 3321.

1.10.1 Conform to the safety requirements contained in the contract for all activities related to the accomplishment of the work.

1.10.2 Take such additional immediate precautions as the Contracting Officer may reasonably require for safety and mishap prevention purposes.

1.10.3 Develop and implement at the start of the orientation period a safety plan for the protection of government facilities and property and to provide a safe work environment for contractor personnel.

1.10.4 Provide protection to government property to prevent damage during the period of time the property is under the control or in possession of the contractor.

1.10.5 Record, and report promptly to the Contracting Officer or designated government representative, all available facts relating to each instance of damage of government property or injury to either contractor or government personnel.

1.10.6 In the event of an accident, take reasonable and prudent action to establish control of the accident scene, prevent further damage to persons or property, and preserve evidence until released by accident investigative authority through the Contracting Officer.

1.10.7 Cooperate with and assist government personnel in the conduct of investigations.

1.10.8 Comply with safety provisions listed in the technical publications within the Performance Work Statement as well as elsewhere in this contract.

1.10.9 Follow safety guidelines in FAA Order 3900.9 and the Occupational Safety and Health Administration (OSHA) regulations.

1.11 LOST AND FOUND PROPERTY. It is the responsibility of the contractor to ensure that all items found by the contractor's employees are turned in to the COTR.

1.12 COORDINATION WITH OTHER CONTRACTORS AND GOVERNMENT

EMPLOYEES. The government may undertake or award other contracts for additional work outside the scope of this contract. It is the responsibility of the contractor to coordinate his efforts with other work going on in the area. If for any reason the contractor is prohibited or substantially delayed from performing, the contractor is to immediately notify the COTR.

1.13 SAFETY. FAA operations in certain areas within the ARTCC are directed towards the control and separation of air traffic and directly affect national security. The importance of these operations cannot be over emphasized. Interference of any kind by the contractor, his/her employees, or equipment, will not be tolerated. The inadvertent flipping of a switch or turning of a dial could be disastrous in loss of man-hours, property, and potentially human life. It is of the utmost importance that the noise level in these areas, particularly the Control Room, be kept to a minimum. The contractor shall not plug any of his/her power-driven equipment into any electrical outlet on the FAA equipment and/or racks. The contractor employees shall cooperate with the FAA employees in working out the best and safest methods for contract performance in FAA equipment areas. Rooms will be unlocked only during cleaning of said room. Cleaners with pungent smells will not be tolerated. COTR shall approve all deodorizers and cleaners for odor.

2.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES

GENERAL. The government will provide, without cost, the facilities, equipment, materials, and/or services listed below.

2.1. PROPERTY.

2.1.1. FACILITIES. The government will furnish and/or make available an office, no supplies. This facility shall be used only for support of this contract, and not be used in any manner for personal advantage, business gain, or other personal business of the contractor or the contractor's employees. Alterations may not be made to this space without prior written approval of the Contracting Officer.

2.1.2. TOOLS AND EQUIPMENT. There are no government furnished tools or equipment included in this contract unless specifically indicated in this specification.

2.1.2.2 EQUIPMENT INVENTORY. The contractor shall furnish and store all necessary expendable materials and equipment within designated areas at the Auburn Air Route Traffic Control Center (ARTCC). The Contractor shall supply the Contracting Officer and COTOR Officer with a list of the contractors equipment being stored at the (ARTCC).

A list of the equipment shall be given to the CO and COTOR no later than 5 days prior to start of base contract period. The contractor and a government representative shall conduct a joint

inventory of all contractors equipment and supplies stored by the contractor **NOTE:** The Government shall not be responsible for security of storage areas nor for any loss or damage to Contractors supplies or equipment being used or stored at the ARTCC site.

2.2 RECORDS, FILES DOCUMENTS, AND WORK PAPERS. All records, files, documents, and work papers provided by the government remain government property.

2.3 STORAGE SPACE. Storage space may be assigned, **if available**, to the contractor by the COTR for the storage of bulk supplies and the equipment which will be used in the performance of the work. The government will not be responsible for loss and/or damage to contractor's stored supplies, materials, equipment, or other personal belongings caused by fire, theft, accident, or otherwise. Failure to keep these facilities in a clean and orderly condition may result in the withdrawal of the use of such facilities.

3.0 CONTRACTOR FURNISHED ITEMS AND SERVICES

3.1. GENERAL. Except for those items or services specifically stated to be government furnished in Section C-3, the contractor shall furnish everything required to perform this performance work statement (PWS).

3.2 QUALITY STANDARDS: The contractor shall perform all tasks so that once accomplished, the standards stated in Section C-5 are met. Where the term "Acceptable Quality Level" (AQL) is referenced, the contractor is not to infer that the contractor may knowingly perform in an unsatisfactory way. The government recognizes that mistakes sometimes result in unintentional deficiencies that may be acceptable if within the contract parameters. The contractor will still be responsible for correcting such deficiencies.

3.3 EQUIPMENT: The contractor shall furnish all equipment materials and tools necessary to properly perform the work defined in this contract. All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces. All equipment, materials, and tools furnished by contractor shall be plainly marked by contractor with the company name.

3.3.1 All electrical equipment used by the contractor shall be UL approved. This equipment must operate using existing building circuits. It shall be the responsibility of the contractor to prevent the operation or attempted operation of electrical equipment, or combination of equipment that require power exceeding the capacity of existing building circuits.

3.4 SUPPLIES: The contractor shall furnish all necessary compounds, solvents, barrier paper, tape, paper products, ANTI-BACTERIAL hand soaps, light bulbs and brushes, Control Room cleaning supplies (Swiffer Dusters by Procter & Gamble, Grab its dry cloths by Johnson, or approved equal), within the appropriate specifications. Only COTR approved chemicals, cleaning compounds, solvents, and any other supplies shall be used. All chemicals, cleaning compounds, and solvents shall be stenciled as to

content specification. Samples of materials shall be submitted to the COTR for approval prior to the contract start date and whenever a change occurs. Material shall meet or exceed the quality of the items.

Cleaners	Florescent lamps, other than DSR room
Deodorants	Starters for florescent tubes
Detergents	Incandescent bulbs
Polishes	Light bulbs for exit signs and other fixtures
Plain rags	Toilet paper, unscented
Dust control rags	Toilet seat protective covers
Lava sticks	Sanitary napkins, tampons
Anti-Bacterial Hand soap	Plastic liners for trash containers
Paper towels	Basic office supplies for contractor employees
Disinfectants	Ashtray Sand.

3.4.1 Contractor shall furnish and store all expendable material and loose equipment within designated areas. (**Note:** The government will not be responsible for security of storage areas nor for any loss or damage to contractor equipment and supplies.)

3.4.2 Contractor shall maintain a current Product Data and Material Safety Data Sheet Log on site for all compounds, solvents or other cleaning agents used and/or stored on site.

4.0 BUILDINGS DATA: (NOTE) Actual square footage for the Auburn Air Route Traffic Control Center (ARTCC) is higher and the square footage shown is the estimated square footage that requires cleaning. We have deducted the amount of square footage in each area occupied by equipment. (NOTE) SQUARE FOOTAGE FIGURES ARE APPROXIMATE, CONTRACTOR MUST VERIFY SQUARE FOOTAGE)

4.1 AUBURN AIR ROUTE TRAFFIC CONTROL CENTER (ARTCC)

Program Area	Sq footage
ARTCC Building Control Area	12,100
ARTCC Building Administrative Area	47,200
Operation Support Wing	32,640
Guard House	225
Power Service Building	4,500
Annex Building	5,760
Cafeteria/Coffee Area	1,320
Total	Approximately

	103,745 SF
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Square footage is approximate. Types of surfaces to be cleaned vary in each Program Area. Minor changes in janitorial requirements at facility due to use and occupancy changes will be accommodated at no additional cost to the government.

4.3 JANITORIAL SERVICES: The contractor shall perform all cleaning tasks at the frequencies set forth by the Frequency Chart attached. In all cases easily moveable objects shall be moved by the contractor to perform the work in this PWS.

4.3.1 BASIC CLEANING: The contractor shall provide the following basic cleaning services:

4.3.1.2 FLOOR COVERING MAINTENANCE: Floor coverings vary and include, but are not limited to, vinyl tile, rubber tile, ceramic tile, quarry tile, terrazzo, concrete, carpet, and raised carpet tiles with cables underneath. The contractor shall be responsible for cleaning each type of floor covering in the prescribed method recommended by manufacturers and acceptable to the custodial industry.

4.3.1.2.1 VACUUM CARPET CLEANING: Vacuumed carpets shall be free of all visible litter, dust, and soil. Any spots shall be removed as soon as noticed during vacuuming. The contractor shall vacuum throw rugs and mats in offices to these same standards. All tears, burns, and raveling shall be brought to the attention of the COTR. The contractor shall remove all spots using only those methods recommended by manufacturer's maintenance instructions and current stain removal charts. After spot cleaning the carpets shall be spot free. Spots which cannot be removed shall be reported to the COTR.

4.3.1.2.2 SHAMPOO CARPET CLEANING: All carpets shall be cleaned using commercially available "minimum moisture" techniques. Movable furniture will be moved by the contractor to insure maximum cleaning of carpet areas. The commercial process to be used must be approved in advance by the COTR.

4.3.1.2.3 MOP FLOORS: Mopped floors shall be free of streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris, or standing water. There shall be no splash marks or mop streaks on furniture, walls, base boards, etc., or mop strands remaining in the area. After mopping, the floors shall have a uniform appearance. All

floors accessible to floor machines including corners and abutments are to be mopped. The contractor shall not mop wood or carpeted floors. (see NOTE below). Wet floors shall be identified with appropriate signs for employee safety.

4.3.1.2.4 SWEEP FLOORS: After the floor has been swept, the entire floor surface, including corners and abutments, shall be free of litter, dust, and foreign debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to sweep underneath and returned to their original position when completed.

4.3.1.2.5 BUFF FLOORS: The contractor shall remove all scuffmarks, heel marks, and other stains and discolorations. The contractor shall apply this technique only to the portion of the floor needing work. The contractor shall buff all floors accessible to floor machines, unless specified elsewhere as having carpet or special flooring. The contractor shall not apply wax to surfaces that have not been cleaned.

4.3.1.2.6 SPECIAL FLOOR SURFACES: All tile in main lobby shall be maintained with a uniform glossy appearance, while grout shall be free of dirt, tile shall be free of smudges, swirls, streaks, stains, discolorations, and scuff marks. A sealer for tile in lobby shall be approved by COTR prior to use.

NOTE: These tasks do not pertain to bathroom floors. The task of bathroom floors is included under the heading of Damp Cleaning and Disinfecting.

4.3.1.2.7 FLOORING SEALING: The contractor shall seal each tile floor with a sealer, recommended by the manufacturer's specifications and approved by the COTR, prior to waxing and buffing. The sealer shall be applied to assure a smooth uniform floor surface eliminating pits, scuffs, or any other floor abrasions.

4.3.1.2.8 WAX FLOORS: The contractor shall apply a uniform coat of nonskid floor finish, so that the floors have a glossy appearance, and are free of scuff marks, heel marks, and other stains and discolorations. The contractor shall remove wax solution from base boards, furniture, trash receptacles, etc. The contractor shall apply these techniques only to the portion of the floor needing work. The contractor shall wax all floors accessible to floor machines, unless specified elsewhere as having carpet or special

flooring. The contractor shall not apply wax to surfaces that have not been cleaned.

4.3.1.2.9 CLEAN WALK-OFF MATS: The contractor shall vacuum all entrance mats to remove soil and grit and to restore resiliency of the carpet pile. The contractor shall clean all mats to remove soil and grit. Soil and moisture underneath all types of entrance mats shall be removed by the contractor and mats returned to their normal location. The contractor shall furnish walk-off mats at their own expense. All doors to exterior require walk-off mats.

4.3.1.3 REMOVE TRASH: The contractor shall empty and return to their initial location all waste baskets and other trash containers, including cigarette butt receptacles outside near the smoking areas. All waste baskets shall have liners and liners shall be replaced as necessary. All inside and outside waste baskets shall be washed, dried, and returned to their original location as required. Boxes, cans and papers placed near trash receptacle and marked "TRASH" shall be removed by the contractor and placed in the proper bins (boxes, cans and paper go into the recycle bins), and any obviously soiled or torn liners in such receptacles shall be replaced. The contractor shall dispose of trash in plastic bags secured with bag ties. The contractor shall pick up any trash that may fall in or around the facility or grounds. The contractor shall deposit the trash in the nearest outside trash collection point. Outside trash collection containers shall be kept closed. Any trash designated by user as "classified" shall not be touched by the contractor or sampled by the COTR. When the contractor encounters "classified" trash, it shall be reported to the COTR. The contractor is responsible for trash removal from the facility.

4.3.1.3.1 The contractor shall collect all packing materials and empty shipping containers marked "TRASH" and place in designated trash receptacle. All pallets that are on the loading dock must be removed.

4.3.1.4 PERFORM LOW DUSTING: The contractor shall perform low dusting, so that after dusting, all dust, lint, litter, and dry soil shall be removed from surface of desks, chairs, file cabinets and other types of office furniture and equipment, and from ledges, window sills, hand rails, moldings, etc., to a line 7'0" above the floor level. Cleaning of operational equipment must be coordinated with COTR. Cleaning products must be approved by COTR prior to application. Vacuuming of fabric covered furniture (includes lifting

cushions/removing pillows), draperies, blinds, and waxing and polishing is included. Typewriters, business machines, computers, and equipment of similar nature shall not be dusted by the contractor.

4.3.1.5 CLEAN GLASS: The contractor shall clean all glass partitions, interior and exterior glass doors, display cases, directory boards, draft shields on windows, mirror and adjacent trim, so that after cleaning the glass there shall be no traces of film, dirt, smudges, water or other foreign matter.

4.3.1.5.1 NOTE: only water is to be used to clean MDMS except on Sundays. A cleaning solution is specified elsewhere for this day only.

4.3.1.5.2 VSCS/COMM SCREENS ARE NOT TO BE CLEANED BY CONTRACTOR OR CONTRACTOR'S EMPLOYEE.

4.3.1.6 CLEAN ELEVATOR: The contractor shall clean all elevator so that when cleaning is complete the walls and doors shall be free of smudges, fingerprints, and other obvious soil. The door tracks shall be kept free of dirt, soil, dead insects, and all other foreign objects. Overhead light covers shall be kept free of dust and cobwebs, and insects.

4.3.1.7 EMPTY AND CLEAN ASH TRAYS: The contractor shall empty and clean with a damp cloth or wash all ash trays and cigarette receptacles in smoking areas. The contractor will replace sand in cigarette receptacles and ash trays when needed. Government furnished ash containers and receptacles for outside smoking areas shall be emptied and washed and contractor furnished sand replaced as needed. Contractor shall ensure that when ashtrays and outside cigarette receptacles are emptied that proper disposal methods are utilized to alleviate potential fire hazards. NOTE: This is a non-smoking building, smoking is permitted outside at designated smoking areas only.

4.3.1.8 COMMON DINING AREAS: In all break rooms through-out the site the contractor shall clean interior and exterior of microwave ovens and refrigerators to remove hand prints, soil and food particles. The contractor shall also clean common dining area walls, floor, and blinds. Cleaning of the former Cafeteria Kitchen and server/service area is not the responsibility of the contractor.

4.3.1.9 DRINKING FOUNTAINS: Disinfect all porcelain and polished metal surfaces, including the orifices and drain. After cleaning, the entire drinking fountain and the splash areas around

the fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil. Clean and deodorize locker room refrigerator (inside and outside). Remove handprints dirt and scuff marks.

4.3.2 CLEAN AND RESTOCK RESTROOMS: The contractor shall perform the following work and or services in restrooms:

4.3.2.1 DAMP CLEANING AND DISINFECTING: The contractor shall completely damp clean and disinfect all surfaces of toilet bowls, urinals, lavatories, showers, dispensers, wall partitions, stalls, stall doors; wall areas adjacent to wall mounted lavatories, urinals, toilets, bathroom floors, soap dispensers, mirrors and other walls and doors in bathroom areas using a germicidal detergent, so that when damp cleaning and disinfecting is complete, there shall be no stains, streaks, smudges, dust or dirt of any kind on any of the listed surfaces. The contractor shall remove scale from toilet bowls and urinals, so that the entire surface is free from streaks, stains, scum, urine deposits, and rust stains. Toilets shall be deodorized using contractor furnished solid chemical cubes. Floor drains in the OSW bathrooms must be primed with fresh water and bleach when necessary to avoid odors. All cleaning and disinfecting solutions must be approved by the COTR prior to use.

4.3.2.2 RESTOCKING: The contractor shall restock restrooms with supplies (i.e. paper products, linens, etc., as each facility requires - see 3.4 and 3.4.1.1 Supplies). Restrooms are to be stocked with enough products as not to run out prior to next stocking. Soap Dispensers must be refilled with anti-bacterial soap so as not to be expended at any time.

4.3.3 PERIODIC CLEANING: The contractor shall provide the following periodic cleaning services:

4.3.3.0 NOTE (1): CONTROLLER WORKCONSOLE Two (2) times a year (Spring and Fall) the Air Traffic Managers shall remove the plexi-glass and all paper underneath the work consoles. The janitor will then clean the area and the plexi-glass, the Air Traffic Managers will then replace paper under work space (if any) and plexi-glass. Work must be done with supervision, and COTR will schedule a time for this work to be performed. This may be done at the same time as the quarterly cleaning.

NOTE (2): Twice a year, remove items from shelves in TMU and AT Manager areas, clean shelves and replace items.

4.3.3.1 HIGH CLEANING: The contractor shall remove all dust, lint, litter, and dry soil from all surfaces above 7'0" from the floor surface including piping and cable trays and their support. Venetian blinds, when installed, are included in high cleaning. Cleaning of operational or sensitive equipment must be coordinated with the COTR.

4.3.3.2 LIGHT FIXTURES: The contractor shall keep light fixtures free from bugs, dirt, dust, grease, and other foreign matter. Fixtures that are easily removed (not requiring tools) shall be removed and cleaned; other fixtures shall be cleaned in place. Burned-out lamps and bulbs shall be replaced as necessary with contractor-furnished new lamps and bulbs including exit signs. Does not include system furniture lamps, but does include DSR room lighting.

4.3.3.3 INTERIOR AND EXTERIOR WINDOWS: The contractor shall clean the interior and exterior of window surfaces, so that windows have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass. Screens and storm windows, if applicable, shall be cleaned to the same standards. Once begun, the contractor shall complete required work within two weeks, unless otherwise authorized by the COTR.

4.3.3.3.1 Cleaners containing ammonia shall not be used.

4.3.3.3.2 Screens and frames shall be cleaned to the same standards as exterior windows.

4.3.3.4 CENTRAL VACUUM SYSTEM SERVICE: The contractor shall clean filters and empty the collection receptacle and restore system to operating condition.

4.3.3.5 PAPER SHREDDER: Clean and empty the receptacle and vacuum paper chaff from exposed surfaces.

4.3.3.6 MINOR CONSTRUCTION CLEANUP: Spot vacuum and spot clean areas adjacent to construction to prevent scattering and tracking of debris.

4.3.3.7 INCLEMENT WEATHER: During periods of inclement weather (rain or snow) the contractor shall spot clean the floors as necessary to prevent moisture accumulation and tracking near entrance areas.

4.3.4 JANITORIAL WORK HOURS: The Auburn ARTCC is operational 24 hours a day. Janitorial service is required 7 days per week for all facilities.

The contractor shall provide a minimum of one employee working per shift to provide the requisite coverage.

4.3.4.1 Services for the Control Room must be accomplished during periods of lowest activity, typically between 12:01 a.m. and 4:00 a.m. The contractor shall report to the SOC desk prior to cleaning this area to ensure that operations in this area are not disturbed during peak activity periods.

4.3.4.2 GENERAL AREAS: Work to be performed in all other areas of the facility may begin as early as 3:00 p.m. daily in common areas (dining, restrooms, hallways, etc.) as long as work does not interfere with building and personnel operations. Controllers' restroom should be cleaned a minimum of one time per 8-hour shift (men and women bathrooms shall be cleaned in a sequential operation to minimize closure time).

4.3.4.3 ALL PAINTED, VINYL, AND FABRIC WALL SURFACES shall be kept free of dust, lint, smudges, marks and foreign matter.

4.4 PEST AND RODENT CONTROL BUILDING AND INTERIOR: The contractor must furnish services, materials and supplies necessary to exterminate rodents, spiders, ants, ladybugs, flies, insects and ants from buildings and interiors as necessary. The contractor shall employ only certified pest control operations to perform this service, using only products that are safe for humans and domestic animals. Trapping devices may be used if deemed necessary by the contractor and approved by the COTR. Traps must be routinely checked and cleaned when approved for use.

4.5 REFUSE REMOVAL/DISPOSAL. The contractor shall establish and maintain a program for refuse removal and disposal in contractor-provided approved containers for removal and disposal.

4.5.1 The contractor shall provide as many approved containers as necessary for trash collection. Contractor shall have containers emptied as frequently as necessary so that debris never exceeds the size of the receptacles, resulting in overflow or blowing around the grounds.

4.5.2 The contractor shall periodically review refuse volume and adjust pickup schedule and/or size of refuse container accordingly to meet facility requirements.

4.6 SPECIAL DSR CONTROL ROOM CLEANING REQUIREMENTS. During other than normal day shift hours, the point of contract and the quality assurance monitor for the janitorial contract will be the SOC on duty in the control room. Any deviations from the requirements listed below shall be coordinated with the SOC prior to accomplishment. Control room janitorial activities shall include, but not be limited to:

4.6.1 Trash removal is required each shift.

4.6.2 All carpeted areas of the control rooms will be vacuumed with government furnished central vacuum unit, daily, seven days a week, during the hours midnight to 4 a.m. To include moving small furniture items (chairs & trash containers).

4.6.3 Low cleaning shall include, but not limited to the following: Strip bays, flight strip printer cavities, and exterior surfaces of the DSR consoles shall be vacuumed weekly and cleaned with a disinfectant solution quarterly. To accomplished during the midnight to 4 a.m. timeframe.

4.6.4 High cleaning shall include surfaces above seven (7) feet, but not limited to the following: Vacuum and clean surfaces above map lights extending to and including, top of consoles. Accomplished quarterly during the midnight to 4 a.m. timeframe.

4.6.5 The tops of equipment cabinets and the outside of the equipment cabinet doors shall be vacuumed QUARTERLY.

4.6.6 Minor construction cleanup shall be accomplished as required or requested by the SOC.

4.6.7 Carpet shampooing shall be scheduled and accomplished semi-annually. Spot cleaning of carpets shall be accomplished or requested by on-duty SOC.

4.6.8 Quiet Room shall be cleaned daily at approved times. The Dysim area will be treated the same as the DSR room.

NOTE: All quarterly and semi-annually, and yearly scheduled activities shall be coordinated with the COTR with at least a fourteen (14) day notice, Advance scheduling is for coordination with Air Traffic and SOC prior to the cleaning activities taking place.

4.8 Recycling Program: The Contractor shall be responsible for managing a recycling program at the ARTCC. The FAA will provide smaller collection containers inside the facility at designated locations. The FAA employees will be responsible for placing office waste paper in these containers. The Contractor shall collect and remove from the premises all office waste paper and corrugated box material. The Contractor shall furnish covered dumpsters for collection and storage of the recyclable materials and be responsible for removing them from the premises. Removal will be performed on a regular schedule as approved by the COTR.

4.9 LANDSCAPING AND GROUNDS MAINTENANCE SERVICE: The Contractor shall furnish all necessary labor, equipment, supplies and supervision to perform Landscaping and Grounds Maintenance service at the ARTCC facility.

4.9.1 GROUNDS DATA IS APPROXIMATED, CONTRACTOR SHALL VERIFY ACRES AND NOTIFY CONTRACTING OFFICER IN WRITING: The site consists of approximately twelve (12) acres as follows:

FACILITY	ACRES
Parking and Driveways (asphalt) and Sidewalks, Pads, Ramps (concrete)	5
Buildings	4
Landscaped Areas	3

4.9.2 DEFINITIONS:

4.9.2.1 **Facility:** Those buildings and grounds comprising the Seattle ARTCC described in attached map of the area (the map).

4.9.2.2 **Grounds:** For the purposes of work requirements, grounds are classified into the following areas described in the map.

4.9.2.3 **Fence:** The chain link fence, its gates and openings, and the areas one foot beyond (outside) the exterior fence on the south, east, and north sides and the entire area on the west side to the city street.

4.9.2.4 **Lawn:** The approximately 0.57 acres of "turf grass" planted to the front, rear, and sides of the building marked on the map.

4.9.2.5 **Parking Areas and Hardstand:** All areas used for parking of personal and Government vehicles of all types, asphalt, concrete, and crushed rock storage areas, occupied and vacant.

4.9.2.6 **Grounds Maintenance:** Accomplishment of clearing, cleaning, mowing, raking, fertilizing, pruning, watering, irrigating, aerating and maintaining, as specifically required elsewhere in this document. Except as indicated in the Frequency Schedule and/or QASP, Task are to be performed routinely on an "as needed" basis.

5.0 REQUIRED TASKS:

5.1 **FENCE AREA MAINTENANCE:** Clear and clean fence area for complete perimeter of facility to at least one foot outside of fence or to the street. Height of vegetation shall not exceed one foot.

5.2 **PARKING AREAS AND HARDSTAND:** Sweep trash and other debris from parking area and hardstand, as needed to keep area clean.

5.3 **WATERING:** An FAA staff member shall train Contractor on operations of the sprinkler system, thereafter the Contractor shall be responsible. The lawn sprinkler system shall not be operated near areas bordering sidewalks during the

hours of 0700 and 1700, during the hours of 2330 and 2430, or during any other established personnel shift change period. Any malfunction of the sprinkler system shall be reported to the COTR.

5.3.1 All watering shall be done in a manner that will provide uniform coverage, but will not cause erosion or damage to the finished surface. Sufficient water shall be applied to penetrate the planting bed to a depth of 4 inches.

5.3.2 The contractor shall assure that watering is controlled to avoid unnecessary waste as evidenced by water standing or running across pavement or street area.

5.3.3 Contractor shall use the government furnished irrigation system, timing and frequency of the watering shall be adjusted to provide adequate moisture and accommodate the soil infiltration rate and shall occur during early morning and/ or evening hours to reduce the amount of water evaporation during the warmest part of the day unless the COTR AUTHORIZED A DEVIATION. The lawn sprinkling operation shall be terminated or regulated when wind is of such velocity to deflect the normal irrigation pattern from the intended area. Where and when necessary, the contractor will hand water.

6.0 EQUIPMENT MAINTENANCE: The Contractor and the Government shall jointly inspect the sprinkler system to ensure it is in good operating condition at the beginning of the contract term, and again at contract completion. The Contractor will be responsible for making all necessary repairs for defects found at contract completion before receiving final payment.

6.1 While the Contractor provides all labor, the Government shall be financially responsible for parts replacements unless operational damages are caused by Contractor or Contractors employees through negligence. Items covered include, but are not limited to, sprinkler heads, control valves, tees, elbows, and risers. Damage to lawn areas resulting from system failure, are the sole responsibility of the Contractor.

7.0 Mowing: The Contractor shall mow all turf areas at intervals of approximately seven (7) days to maintain the grass at a minimum height of approximately 2" to 2-1/4" and maximum height of 3" to 3-1/4". Clippings shall be picked up in the mowing operation or swept clean following mowing and removed from the premises. The mowing operation shall be completed within a minimum, and requires the approval of the COTR.

8.0 EDGING: All planter areas and turf areas bounded by sidewalks, driveways, and curbs shall be edged approximately weekly or as necessary to maintain a neat appearance. Edging of planter areas shall be accomplished in such a manner that indentation between areas approximately 1/2" – 3/4" wide and 1 – 1/2" deep.

- 9.0 AERATING AND THATCHING: The Contractor shall aerate a minimum of once annually at the beginning of the growing season to remove the accumulated thatch buildup. Thatching shall be accomplished in the spring. The contractor shall coordinate schedule for aerating and thatching with the COTR.
- 10.0 TRIMMING: The Contractor shall trim grass around trees, shrubs, fences, buildings, poles, and other structures, so that the height of the grass does not exceed the height of grass in adjacent areas.
- 11.0 DAMAGE: The Contractor shall repair, replace, or reimburse the Government for repairing or replacing, any items damaged during mowing, edging, trimming, aerating, and thatching if deemed to be caused by the contractor or employee of contractor.
- 12.0 PRUNING: The Contractor shall prune all new plant material as required. Trees and shrubbery shall be pruned regularly in season to maintain existing shape and growth and to remove diseased sections. Trimming shall be removed from the site. Pruning shall be accomplished in accordance with commonly accepted industry practices.
- 13.0 MULCHING: The Contractor shall replace mulch in mulched areas with like material (i.e., wood shavings, bark, etc.) The Contractor shall be responsible for fall clean-up, to prepare all landscaping for inclement weather, including but not limited to mulching, tying, trimming, or otherwise protecting the plantings against frost, ice, snow, wind, and etc.
- 14.0 PLANT REPLACEMENT: The contractor shall plant any government furnished replacement for any plant, tree, shrub, etc., which expires from normal causes, damage by others, or abnormal circumstances, under the terms of this contract at no cost to the government.

The Contractor shall replace, at contractor's cost, any plants, tree, shrub, etc. that dies as a result of the contractor's neglect, carelessness, or improper care. The COTR shall review circumstances and determine if the need for plant replacement resulted from the contractor's action or lack thereof.

- 15.0 RESEEDING: The Contractor shall accomplish resodding or reseeding of bare spots in lawn areas with like species as required to obtain healthy lawn growth.
- 16.0 FERTILIZATION: The Contractor shall determine the need for fertilization and fertilize and treat all turf area, trees, shrubbery, and native seed areas with whatever organic, weed-free fertilizer or other soil amendments are required to produce a healthy growth and soil condition as best suited for the specific turf plantings and native seed area in any given area.

The Contractor shall apply to all turf areas fertilizer recommended for the existing soil conditions, turf type, and locality. The Contractor shall fertilize and treat all areas at least one time during early summer to maintain healthy growth.

The Contractor shall notify the COTR when fertilization, weed or insecticide control or soil sterilization is to be accomplished. The type of material to be used must be approved by the COTR prior to application.

17.0 VEGETATION CONTROL: All lawns, planting beds and unplanted areas shall be cultivated and weeded regularly and /or treated for this purpose, as often as may be required to keep weeds to an absolute minimum. The contractor shall provide vegetation control on the outside of the FAA fence on all four sides.

18.0 GENERAL GROUNDS CARE: The Contractor shall assure that sidewalks, plaza area, parking areas, driveways and ramps are free of debris, clippings, mulching materials, etc. The Contractor shall sweep all sidewalks weekly during non-snow season. The parking areas, driveways, ground and fencing shall be checked weekly, and any rubbish or debris shall be removed. The parking lots shall be kept free of moss at all times and swept or vacuumed at least once during the non-snow season, or as directed by the COTR.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) JANITORIAL SERVICE

The following outlines the Government's plan for enduring contract performance, including maximum deductions which may be taken should deficiencies be found for the noted services. The Government shall, at its option, require corrective action or take a deduction from the monthly invoice. The contractor will be notified of any discrepancies found, and shall have an opportunity to respond to the deficiencies.

The Government has the right to inspect services at any time. Any random inspection shall take into consideration the normally scheduled times and frequencies required for services performance. The janitor on duty (or supervisor when applicable) shall be notified at the time any random inspection is conducted (not in advance), and may accompany the COTR on the inspection at the janitor's discretion.

A form documenting customer complaints shall be used when any complaint is brought to the COTR regarding services on this contract. The COTR is required to verify the complaint, documenting the method and findings on the form. The COTR will notify the contractor of the nature of the complaint, requiring correction when applicable, and will notify the Contract Administrator should contracting actions be requested. In no instance will an unverified complaint be the basis of any deduction being taken for deficient performance.

The contractor is entitled to a joint monthly inspection each month. The contractor shall coordinate with the COTR when a joint inspection is needed. The COTR may initiate a joint inspection, which will be coordinate with the Contract Quality Control Representative (CQCR) or his designee.

The COTR is entitled to review the results of the contractor's quality control program and internal inspections upon request.

FOR REQUIRED SERVICE AQL	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	MAXIMUM METHOD OF SURVEILLANCE	DEDUCTION EXCEEDING
FLOORS				
Tile, concrete, and Stairwells cleaned IAW specifications	Free of litter, dirt, stains & scuff marks, streaks & swirls, standing water & have uniform glossy appearance	None for red entry tile. 3% for all other areas	Random Inspection & Customer Complaint	8%
Carpet cleaned IAW specification	Free of stains, vacuumed IAW frequency schedule	3%	Random Inspection & customer complaint	6%
Other required Services	Frequency Schedule met	3%	Random Inspection & customer complaint	1%
LOW CLEANING				
Walls	Free of dust, fingerprints, Spots, scuffs, & other	3%	Random Inspection & customer complaint	3%
Formica cabinets & Decorative woodwork	Polished so that surfaces are free of dust, spots,	5%	Random Inspection & customer complaint	2%

	Fingerprints, scuff & other Marks			
Unpainted metalwork, Doornobs, switch plates, hardware, Extinguishers, etc.	Free of dust, polished	5%	Random Inspection & customer complaint	1%
Chalk and white	Free of chalk marks,	5%	Random Inspection & customer complaint	1%
HIGH CLEANING				
Windows & glass Foyer, sign-in Window, cafeteria hall	Free of dust, fingerprints, streaks, haze	None in foyer, 3% all other	Random Inspection & customer complaint	5%
Plenums	Free of dust & litter	3%	Random Inspection & customer complaint	3%
Painted ceiling	Wash and free of dust	5%	Random Inspection & customer complaint	2%
FURNITURE & APPLIANCES				
Furniture	Free of dust, new spots, Stains & scuff marks, and Other marks	5%	Random Inspection & custom complaint	2%
Refrigerator	Clean inside & out, free of Spoiled food, spills, marks, dust & order	none	Random Inspection & customer complaint	6%
Microwaves	Clean inside & out, free of Dust, food spills, and dirty Marks	1%	Random Inspection & customer complaint	2%
Waste containers, Recycling bins, & ash receptacles	Clean inside & out, free of trash, ash, spots, dirty marks, & odors	none	Random inspection & customer complaint	6%
Flight strip racks & Consoles	Free of dust, lint, smudges, scuff & other marks	3%	Random Inspection & customer complaint	3%
Drinking fountains`	Disinfected, polished, & free of spots, stains, scale & and other dirty marks	none for all other	Random Inspection & customer complaint	2%
Spencer Central Vacuum Cleaner	Free of dust & marks, can/bags empty	3% for dust, none for Empty	Random Inspection & customer complaint	3%
Paper shredders	Free of dust & marks, can/bags empty	3% for dust, none for empty	Random Inspection & customer complaint	3%
Breakrooms	Counter, sinks, & cabinets are free of dust, spills, stains, & other marks	3%	Random Inspection & customer complaint	4%
RESTROOMS				
Commodes, urinals, Floors, sinks, & shelves	Free of scum, film, scuff marks, water spots, & Odors, & disinfected	None	Random Inspection & customer complaint	8*
Stall walls	Free of dust, scum, spots, & Other marks	2%	Random Inspection & customer complaint	4%
Fixtures, dispensers, &	Free			